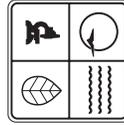


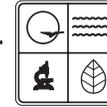
- ◆ We helped the Carter County Water Supply District #1 get its decree of incorporation amended so it can also provide sewer services.
- ◆ We helped the citizens of Butler County form a common sewer district.
- ◆ We helped the village of Arrow Rock acquire funding to build a wastewater project.
- ◆ We helped the city of Odessa plan a stormwater project.



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Missouri Department of Natural Resources  
 Environmental Assistance Office  
 P.O. Box 176  
 Jefferson City, MO 65102-0176



Missouri  
 Department of  
 Natural Resources

# Government Assistance Unit

Outreach and  
 Assistance Center

Environmental  
 Assistance Office

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## Missouri Department of Natural Resources

Outreach and Assistance Center  
 Environmental Assistance Office  
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 Jefferson City, MO 65102

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## The Government Assistance Unit

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The Government Assistance Unit is part of the Environmental Assistance Office (EAO), a non-regulatory service of the Department of Natural Resources. Our mission is to provide information, assistance and training to small business owners, farmers, local governments and the general public on ways to control or reduce pollution.

We also help people go beyond the minimum regulatory requirements to include environmental considerations as a central part of their planning and operations. We do this by providing technical and managerial assistance, financial planning assistance and other kinds of help, training and information.

### Our Services Feature

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#### Information

- ◆ Networking with other agencies and departments to help communities obtain technical and financial assistance from all appropriate sources.
- ◆ Producing documents for the formation of sewer and water districts.
- ◆ Producing the Show-me Ratemaker – convenient user charge analysis software for water and sewer systems that takes the guess work out of rate setting. Show-me Ratemaker is used throughout the nation.
- ◆ Participating in public information and decision-making meetings concerning issues like district forma-

tion, project planning, financing and user charge system analysis.

- ◆ Coordinating the Missouri Water Pollution Prevention Survey, a self-evaluation tool for sewer service providers.
- ◆ Distributing the Technical, Managerial and Financial (TMF) capacity checklist, a self-evaluation tool for water systems.
- ◆ Informing communities about solutions and alternatives to failing septic tanks and drainfield systems.
- ◆ Producing and posting on our Web site information, documents, software and hotlinks to other Internet sites. The Show-me Ratemaker software is downloaded about 250 times per month.

#### Assistance

- ◆ Finding pollution prevention and cost-saving opportunities.
- ◆ Assisting communities with permits, compliance and management of environmental systems.
- ◆ Guiding communities as they seek financing for environmental projects.
- ◆ Helping communities analyze their user charge systems, adjust rates and assure financial stability.

#### Education and Training

- ◆ Providing decision-making training for local government officials through the Environmental Management Institute (EMI),

stormwater management, Show-me Ratemaker software training, and other workshops and conferences. EMI was honored with a 1999 Governor's Award for Quality and Productivity.

- ◆ Providing trouble-shooting and operator training for wastewater and water systems.

If you need help with any of these issues, please call us, send us a fax or visit our homepage. We will be glad to help you.

### Examples of Our Services

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- ◆ We have performed dozens of user charge analyses for various sewer and water systems, provided the Show-me Ratemaker software to thousands of others and trained more than 450 Missourians and hundreds of people around the country in use of the software.
- ◆ We have trained more than 750 community leaders and assistance providers at the Environmental Management Institute.
- ◆ We have trained more than 270 people in "Phase II" stormwater management.
- ◆ We helped the Festus wastewater treatment system improve its operation and effluent quality consequently, it was selected by the U.S. Environmental Assistance Office as the most improved small system in this region in 2000.